



LANDSTUHL REGIONAL MEDICAL CENTER

***Patient Handbook
2004-2005***



***To provide world class medical, surgical, and preventive health
care services to War Fighters and the military community
supporting them.***

October 2004

DEPARTMENT OF THE ARMY
LANDSTUHL REGIONAL MEDICAL CENTER
CMR 402
APO AE 09180-0402

Office of the Commander


Dear Patients, Family Members and Landstuhl Friends:

Welcome to the Kaiserslautern Military Community (KMC) and Landstuhl Regional Medical Center (LRMC), the centerpiece of tertiary care for the Department of Defense in Europe. I can assure you we are deeply committed to providing the highest quality healthcare possible for you and your family. The staff is composed of an exceptional group of dedicated men and women, committed to caring for your healthcare needs.

Related to these comprehensive objectives, you should be aware of our LRMC strategic plans associated with the delivery of healthcare. We will strive to maximize your access to healthcare and provider appointments. In addition, we will take full advantage of our available resources to maintain a flexible healthcare system, responsive to fluctuating patient demands. Each section will strive to support these objectives and make them a priority for the clinical section and you.

I hope this booklet provides answers to your questions about access to care in the KMC and LRMC. I strongly encourage you to discuss your needs and concerns with your healthcare team, and to take an active role in the decision making process regarding your healthcare. The staff is committed to working with you to meet your needs and help you stay healthy for a lifetime.

Sincerely,



RHONDA CORNUM
Colonel, MC
Commanding

GETTING TO LRMC

POST ACCESS

There are several ways to access Landstuhl Regional Medical Center (LRMC). However, there is only **ONE** way to enter Landstuhl by vehicle, through gate 3. Please note the directions in the third paragraph.

To Gate #1, from direction Saarbrücken via Autobahn 6: Closed to all traffic. Pedestrian gate open (on Luitpoldstrasse). Note Landstuhl Autohof 1,000 meters sign as warning that exit is near. Take exit #13, Landstuhl/Ramstein/Miesenbach/Air Base. At end of exit ramp (stoplight) turn left toward Landstuhl. **Go straight** to the end of the road (facing Hotel Christine sign), take a left at the traffic light (follow signs to Waldfischbach-Burgalben, Bann), at the fork on the road veer to the right, take an immediate right at the light (Pizza Hut at the corner) and go straight up the hill until you see the gate. If the road leading to gate #1 is closed (due to weather conditions), follow Umleitung signs. Stay on the priority road and follow signs to Waldfischbach-Burgalben/Bann/Wallhalben. The road curves at Schloss Café, continue to stay on the priority road till you see signs to US Hospital/Reha Zentrum, take a right and go straight up the hill. The gate is to the right directly past the Gasthof Pfälzer Stuben.

To Gate #1, from direction Mannheim via Autobahn 6: Closed to all traffic. Pedestrian gate open. Note Landstuhl Autohof 1,000 meters as warning that exit is near. Take exit #13 Landstuhl/Ramstein/Miesenbach/Air Base. At end of exit ramp (stop light) turn right toward Landstuhl. **Follow same directions** as above from **Go straight**.

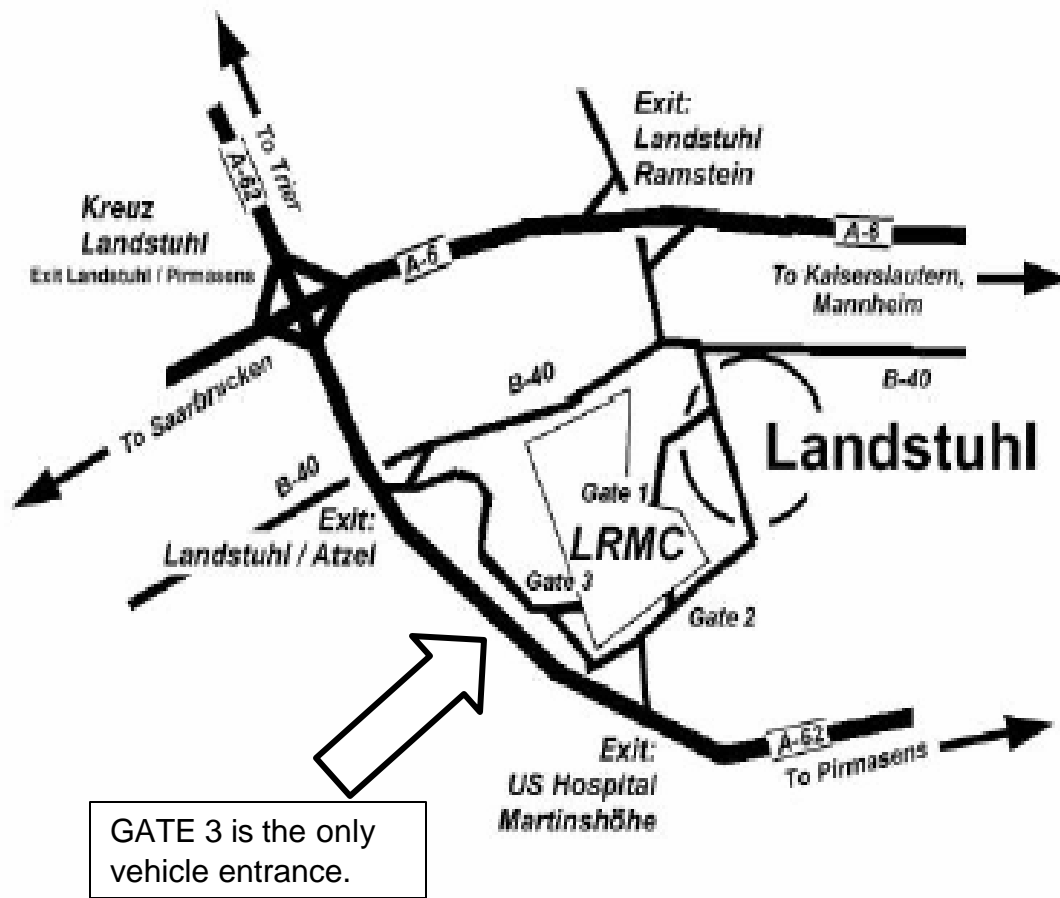
To Gate #2, from Direction Saarbrücken via Autobahn 6: Exit gate. No inbound traffic. Pedestrian gate open. Note Kreuz Landstuhl 2,000 meters as warning that exit is near. Take exit #12, (62 Trier/Pirmasens/Landstuhl). Once on the exit ramp, follow direction Pirmasens/Landstuhl (62). Once on (62), follow direction Landstuhl Atzel. After about 4 kilometers take exit #11, Landstuhl Atzel/ US Hospital/Martinshöhe. Turn right at end of exit ramp, cross overpass bridge, see sports field on left and brick bus stop (H) on right, enter left turn lane – you're at gate #2.

To Gate #2, from direction Mannheim via Autobahn 6: Exit gate. No inbound traffic. Pedestrian gate open. Note Landstuhl/Ramstein/Miesenbach/Air Base as warning that exit is near (you will take the next exit). Take exit #12, (62) Pirmasens/Trier/Birkenfeld/Kusel. Once on the exit ramp follow direction Pirmasens (62). Once on (62), follow direction Pirmasens/Landstuhl, then direction Landstuhl Atzel. After about 4 kilometers take exit #11, Landstuhl Atzel/US Hospital/Martinshöhe. Turn right at end of exit ramp, cross overpass bridge, see sports field on left and brick bus stop (H) on right, enter left turn lane – you're at gate #2.

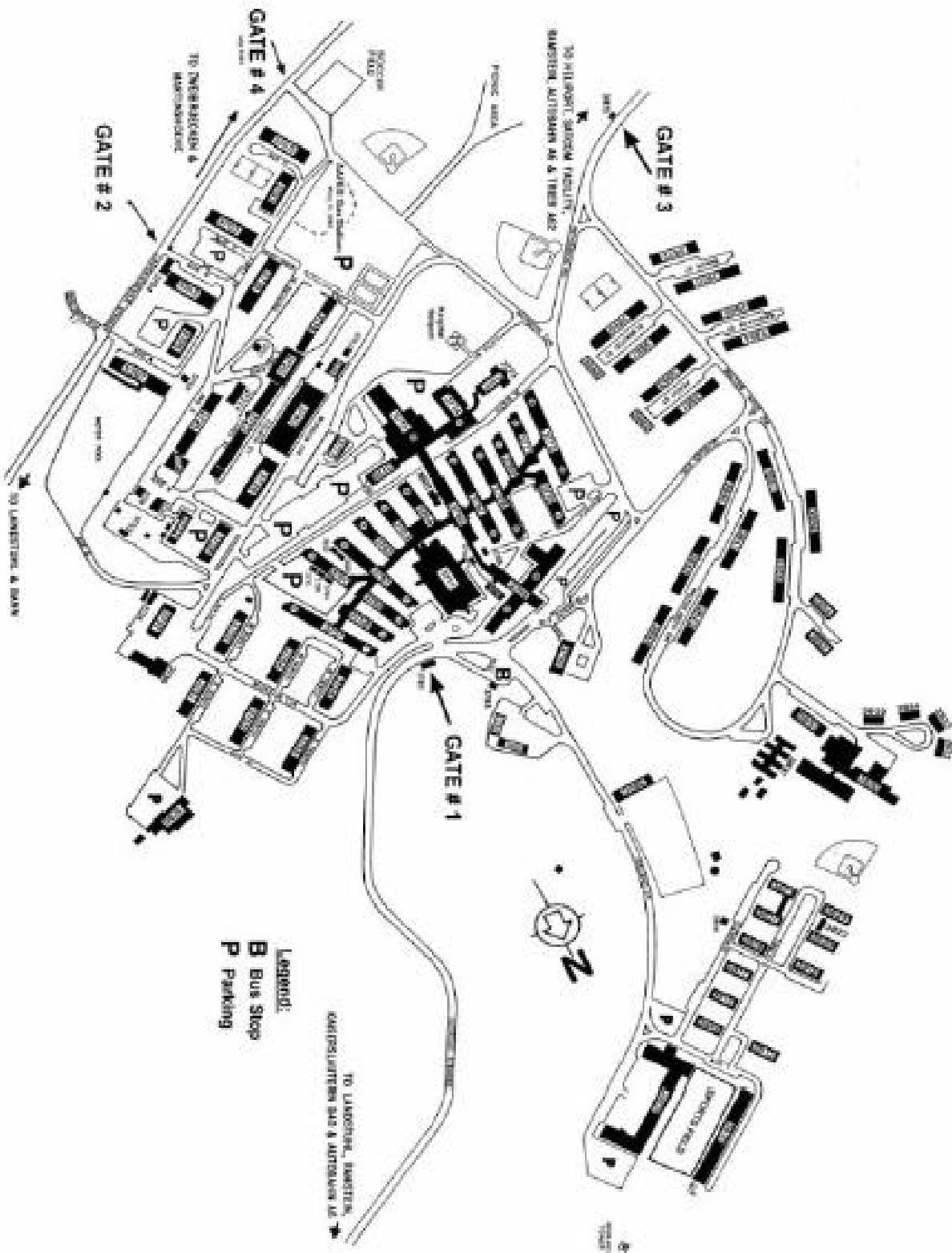
To Gate #3, from direction Mannheim via Autobahn 6: Note Landstuhl Autohof 1,000 meters as warning that exit is near. Take exit #13 Landstuhl/Ramstein/Miesenbach/Air Base. At end of exit ramp (stop light), turn right toward Landstuhl. Go straight to the end of the road. Take a right at the light (follow signs to Hauptstuhl, US Hospital), pass Kaufland Store on the right and go through the traffic circle (direction Alle Richtungen). Continue straight till you see signs to US Hospital/Reha Zentrum, take a left and go straight (about 3 kilometers) till you see signs to US Hospital. Take a left and continue to go straight till you see the gate.

To Gate #3, from direction Mannheim via Autobahn 6: Note Landstuhl/Ramstein/Miesenbach/Air Base as warning that exit is near (you will take the next exit). Take exit #12, (62) Pirmasens/Trier/Birkenfeld/Kusel. Once on the exit ramp follow direction Pirmasens (62). Once on (62), follow direction Pirmasens/Landstuhl, then direction Landstuhl Atzel. After about 4 kilometers take exit #11, Landstuhl Atzel/US Hospital/Martinshöhe. Turn left. Go straight about 1.5 kilometers until you come to a V in the road then turn right. Go straight for about 1.5 kilometers then turn right. This road will bring you to Gate #3.

Getting to LRMC



Landstuhl Community



MAP LEGEND

ANCILLARY SERVICES

Pharmacy - Bldg. 3767, 1st floor, (9B)
Radiology - Bldg. 3711, 1st floor (by double elevators)

Laboratory - Bldg. 3711, 2nd floor

CUSTOMER SERVICES

American Red Cross – Bldg. 3794 (Access 1B exit, cross parking lot)

Birth Registration – Bldg. 3766, 1st floor, Room 105

Chapel Services – Bldg. 3758, 1st floor, (2A)

Child Care Services for Appointments – Bldg. 93802

Information Desk – Bldg. 3775, Room B102, located at Four Corners

Medical Records - Bldg. 3766, Room 104

Patient Admissions and Dispositions – Bldg. 3766, 1st floor

Patient Representative - Bldg. 3766, located near the Post Office

TRICARE Service Center – Bldg. 3802

HOSPITAL WARDS

Intensive Care Unit – Bldg. 3711, 3rd floor

Labor & Delivery – Bldg. 3711, 2nd floor, (7D)

Neonatal Intensive Care – Bldg. 3711, 2nd floor, (Across from the Lab)

Pediatric ward – Bldg. 3762, 2nd floor, (6D)

Post Partum – Bldg. 3763, 2nd floor, (7D)

Psychiatric Ward – Bldg. 3757, 2nd floor, (9C)

Medical/Surgical Ward - Bldg. 3768, 2nd floor, (10C-D)

NON-MEDICAL SERVICES

American Red Cross - Bldg.3794, Exit (1B)

Automatic Teller Machine (ATM) – Outside Bldg. 3752 and Bldg. 3774

Barber Shop – Bldg. 3776, 1st floor

Class VI Store – AAFES Gas Station, Bldg 93718

Community Bank – Bldg. 3774, 1st floor

Dining Facility – Bldg. 3775, 1st floor

Landstuhl Lodging/Ramstein Inn – Bldg. 3752

Post Office – Bldg. 3766, 1st floor

USO – Bldg. 3776, 1st floor

SATO (Leisure/Business) – Bldg 3776, 1st floor

Shoppette – Bldg. 3774, 1st floor

Food Court - Bldg. 3774, 1st floor

Vending Machines - Bldg 3765, 2nd floor.

Bldg 3759 (across from 3C).

PATIENT SERVICES

Addiction Treatment Facility – Bldg.3758, 2nd floor, (2C)

Allergy Clinic – Bldg. 3769, 2nd floor, (11D)

Audiology – Bldg. 3700, 1st floor,

Brace Shop – Bldg. 3768, 1st floor, (10A)

Cardiology – Bldg. 3761, 1st floor, (5A)

Community Health Nurse – Bldg. 3705 (Next to Gate 2)

Dental Services – Bldg. 3703, 2nd floor (Next to Gate 2)

Dermatology – Bldg. 3769, 2nd floor, (11D)

Ears Nose and Throat Clinic (ENT) – Bldg. 3770, 2nd floor, (12C)

Educational Dev. Intervention Services

(EDIS Clinic) – Bldg 3810, 1st floor

Emergency Room – Bldg. 3711, 1st floor

Endocrinology – Bldg. 3759, 1st floor, (3A)

Family Advocacy – Bldg. 3757, 2nd floor, (1C)

Family Practice/Primary Care – Bldg. 3757, 1st floor, (1A -B)

Gastroenterology – Bldg. 3771, 1st floor, (13B)

General Surgery – Bldg. 3772, 1st floor, (14 AB)

Hematology -Bldg. 3759, 2nd floor, (3C)

Immunizations - Bldg. 3769, 2nd floor, (11D)

Internal Medicine - Bldg. 3759, 2nd floor, (3C)

MRI (Magnetic Resonance Imaging) – Bldg 3765 and just around the corner from the information desk towards the dining facility

Neurology – Bldg. 3761, 2nd floor (5C)

Neurosurgery – Bldg. 3761, 2nd floor, (5C)

Nuclear Medicine – Bldg. 3762, 1st floor, (6B)

Nutrition Care – Bldg. 3775, 1st floor

Obstetrics/Gynecology– Bldg. 3763, 1st floor, (7B)

Occupational Health – Bldg. 3705

Occupational Therapy – Bldg. 3770, 1st floor, (12 A)

Oncology – Bldg. 3759, 2nd floor, (3C)

Ophthalmology – Bldg. 3769, 1st floor, (11B)

Optometry – Bldg. 3769, 1st floor, (11B)

Orthopedics – Bldg. 3768, 1st floor, (10A-B)

Pediatric Clinic – Bldg. 3767, 1st floor, (9A)

Physical Therapy – Bldg. 3770, 1st floor, (12A)

Podiatry Clinic – Bldg. 3768, 1st floor (10A)

Preventive Health & Wellness Center - Bldg. 3898 (Behind Bus Stop)

Psychiatry Adult Outpatient – Bldg. 3757, 2nd floor, (1CD)

Psychiatry Child/Adolescent – Bldg. 3757, 2nd floor (1CD)

Psychology Behavioral Health &

NeuroPsychology – Bldg. 3758, 2nd floor, (2C)

Pulmonary Disease – Bldg. 3759, 1st floor, (3A)

Respiratory Therapy – Bldg. 3759, 1st floor, (3A)

Rheumatology – Bldg. 3761, 1st floor, (5A)

Ultrasound – Bldg. 3711, 1st Floor

Urology – Bldg. 3764, 1st floor, (8B)

SURGERY

Anesthesiology – Bldg. 3711, 3rd floor (Above from ER)

Ambulatory Procedure Unit (APU) –Bldg 3711, 3rd floor

ENT – Bldg. 3770, 2nd floor, (12C)

General Surgery – Bldg. 3772, 1st floor, (14B)

Ophthalmology – Bldg. 3769, 1st floor, (11B)

Oral Surgery - Bldg 3772, 1st floor, (14B)

Orthopedics - Bldg 3768, 1st floor, (10B)

Podiatry - Bldg 3768, 1st floor, (10B)

Urology - Bldg 3764, 1st floor, (8B)

Surgical Pre-Procedure Unit – Bldg. 3711, 3rd floor

KMC General Information

The mission of the Ambulatory Care clinics in LRMC and 435th Medical Group is to provide primary healthcare for active -duty soldiers, their family members, and other beneficiaries. In most cases, your healthcare needs can be met in one of these clinics. In cases where specialty care is needed, the required consultation can be obtained from your Primary Care Manager in the Primary Care clinics.

Landstuhl Regional Medical Center

Welcome to Landstuhl Regional Medical Center (LRMC) in Landstuhl, Germany. Our hospital is a special place with a long history of military tradition, excellence and pride. We provide primary care, hospitalization, and treatment for more than 100,000 personnel within central Europe. LRMC is also the referral base for specialized care for two major theaters, European Command and Central Command. LRMC staffs 141 operating beds with expansion capability to 300 beds. We average 23 hospital admissions per day, 29,196 average outpatient visits per month, 400 operative procedures per month and 3 births per day. The hospital is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations.

The Mammography section of the Radiology Department is accredited through the American College of Radiology. The Department of Pathology and its blood bank have accreditation by the respective national organizations. The medical center staff comprises approximately 474 clinical providers, 275 nurses, 40 Medical Service Corps officers, 700 enlisted personnel, and 775 civilian employees. The LRMC military community is the only Army medical facility to house an Air Force Aeromedical Evacuation Unit. The military staff of the hospital consists of approximately 75% Army and 25% Air Force. We have the gamut of specialty services and some sub-specialty services. Sub-specialty services include Hematology/Oncology, Pediatric Cardiology, Rheumatology, Burn Stabilization, Neurosurgery, Pulmonary, Adult & Pediatric Cardiology, Endocrinology, Ultrasonography/CTScan, Neonatal Intensive Care, and Magnetic Resonance Imaging (MRI). In the several years, the LRMC role in the health care of the European community has increased tremendously. During Operations Iraq Freedom and Enduring Freedom more than 18,000 patients have been treated at LRMC. More than 4000 patients were treated at LRMC during the Persian Gulf War. Individuals injured in terrorist acts in Saudi Arabia (Khobar Towers bombing) and the US Embassies in Tanzania and Nairobi, Africa were evacuated to LRMC. LRMC is also the main facility in Europe for repatriation of POWs.

MISSION: *To provide world class medical, surgical and preventive health care services to War Fighters and the military community supporting them.*

VISION: *We will engage in the transformation of military medicine to meet the challenges of the 21st Century, while continuing to train, sustain and retain technically proficient Soldiers and Airmen.*

Patient Rights and Responsibilities

Your Rights

Access to Care: You will be given impartial access to treatment or accommodations available or medically indicated, regardless of race, creed, sex, national origin, culture, rank, branch of service, patient status, economic background, or sources of payment for care within available resources and as prescribed by current regulations and law.

Treatment: You have the right to receive treatment which is appropriate and complies with the standards of care at a Military Medical Center.

Respect and Dignity: You have the right to considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity.

Privacy and Confidentiality: You have the right, within current law and applicable military regulations, to personal and informational privacy as manifested by the following rights:

- To refuse to talk with or see anyone not officially connected with the hospital, including visitors or persons not directly involved in your care, within limits of current law and applicable military regulation
- To wear appropriate personal clothing and religious items, to participate in spiritual activities, within applicable military regulations, as long as they do not interfere with diagnostic procedures or medical treatment.
- To be interviewed or examined in surroundings with regard to reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of examination, treatment, or procedure performed by a member of the opposite sex. However, the availability of a sex-appropriate chaperone may be dependent upon staffing at the time. Patients may request to have their examinations rescheduled when a chaperone will be available, if appropriate for the medical condition and expected staffing.
- To not remain disrobed longer than is required for medical examination or treatment purposes.
- To expect that any discussion or consultation involving your case be conducted discreetly and that individuals not directly involved in your care will not be present without your permission.
- To have your medical record read only by members of your healthcare team or other authorized individuals. Other individuals can only read your medical record upon your written authorization or that of your legally authorized representative, within applicable military regulations.
- To expect that all communications and records pertaining to your care, including source of payment, will be treated as confidential.

- To request a transfer to another room, when there are disturbances from other patients or visitors in your room.

- To be placed in protective privacy when considered necessary for personal safety.

Personal Safety: You have the right to expect reasonable safety insofar as hospital practices and environment are concerned. You have the right to remain free from restraints of any form that are not medically necessary. Restraints are not to be used as a means of coercion, discipline, convenience or retaliation by staff.

Protection: All patients have the right to remain free of unnecessary physical restraint. If patients are at imminent risk for hurting themselves or others due to behavioral or medical problems, ward staff will work diligently with patients and their family to ensure everyone's safety. On the rare occasion when lesser interventions are not successful and a risk of harm persists, patients may need to be physically restrained. Our staff is dedicated to making LRMC a restraint free environment, and to limit the time patients are restrained if they must be used.

Identity: You have the right to know the identity and professional status of individuals providing service to you and to know which physician or other practitioner is primarily responsible for your care. Participation by patients in the gathering of data for research purposes is voluntary.

Information: You have the right to obtain from the health care provider responsible for coordinating your care, complete and current information concerning your diagnosis (to the degree known), treatment, and any known prognosis. This information should be conveyed in terms that you can reasonably be expected to understand. If it is not medically advisable to give such information to the patient, the information will be made available to a legally authorized individual.

Communication: You have the right of access to people outside the hospital by means of visitation and by verbal and written communication. Reasonable attempts will be made to provide access to an interpreter when needed. Patient rights and responsibilities also apply to neonates, children, and adolescents.

Consent: You have the rights to reasonably informed participation in decisions involving your health care. To the degree possible, this should be based on clear, concise explanation of your condition and of all proposed technical procedures, including possibilities of any risk, mortality, serious side effects, problems related to recuperation, and probability of success. You should not be subjected

to any procedure without your voluntary, competent, consent, or that of your legally authorized representative. When medically significant alternatives for care or treatment exist, you shall be so informed. You have the right to know who is responsible for authorizing and performing the procedures or treatment. You shall be informed of students, observers and equipment vendors who will assist or perform all of your treatment under the direction of your primary physician.

These individuals are qualified to assist in your treatment. You shall be informed if the hospital proposes to engage in or perform human experimentation or other research or educational projects affecting your care or treatment. You have the right to refuse to participate in any such activity.

Consultation: You may request a second opinion from a clinically qualified health care provider. This request will be honored with respect to availability of providers, resources, and medical indication. When resources are not available, patients have a right to seek second opinions at their own expense.

Continuity: You have the right to receive a reasonable continuity of care from this medical facility. You will be informed of the treatment plan upon your hospital discharge.

Refusal of Treatment: You may refuse treatment to the extent permitted by law and applicable military regulations. When refusal of treatment by you or your legally authorized representative prevents the provision of appropriate care in accordance with professional standards, you may be disengaged upon reasonable notice, or actions directed by governing regulations may be implemented. You may leave the hospital even against advice of your health care provider.

Advance Directive: In addition to refusal of treatment, you have the right to designate a representative to make health care decisions if you become unable to do so. You have the right to formulate an Advance Directive (Living Will and/or Medical Durable Power of Attorney) and to take part in ethical issues pertinent to your care. Your patient's rights apply to the person who may have legal authority to make decisions regarding your medical care.

Transfer and Continuity of Care: You may not be transferred to another facility unless you have received a complete explanation of the need for transfer, of any the alternatives to the transfer, and unless the transfer is acceptable by the receiving facility. You have the right to be informed by your health care provider, or his/her delegate, of the treatment plan following discharge from the hospital.

Payment: Charges are determined by the Office of the Assistant Secretary of Defense, Health Affairs. The daily inpatient and outpatient rates are posted in the treasury office at LPMC, or the cashier office at Ramstein Clinic. Provisions for payment are available at the same location. The patient has the

right to expect reasonable and customary charges for the services received. You may examine and receive an explanation of your bill regardless of source of payment.

Special Patient Needs: Every attempt will be made to address any special needs. Special needs will be addressed and honored so long as they do not include illegal, immoral acts requiring human or animal sacrifice.

Hospital Rules and Regulation: You should be informed (written or verbally) of specific ward rules and regulations applicable to your conduct, to include the hospital "No Smoking" policy. You may reasonably expect compliance with those rules from other patients, visitors and staff members.

Medical Records: The patient has the right to access, request amendment to, and receive an accounting of disclosures regarding their own health information as permitted by law and military regulations. Requests can be made through Patient Administration Division. You should be informed that all information concerning your medical care and record will be treated in a confidential manner. Written permission will be obtained from you, or the person who has legal responsibility to make decisions for you, before medical records are released to anyone not directly related and/or involved in your care.

Voicing of Concerns: You, as a patient, or your legally designated representative, may voice concerns, compliments or suggestions. Contact the designated Officer in Charge or Noncommissioned Officer in Charge at each clinic or ward to address any concerns or problems regarding your health care. In the event you are unable to satisfactorily resolve your concerns at the clinic or ward level, please contact the LPMC Patient Representative at 486-8326.

Pain Management: As a patient in the hospital, you can expect:

- Your pain concerns to be addressed promptly
- Information about pain and pain relief measures
- A concerned and compassionate staff committed to pain prevention and management
- Your reports of pain believed
- State-of -the-art pain management

PATIENT REPRESENTATIVE

Phone: 486-8326

Location: Bldg 3766, past the outpatient medical records and across from the post office.

Mailing Address: Landstuhl Regional Medical Center, CMR 402, ATTN: Patient Representative, APO AE 09180. You are also encouraged to complete the customer comment cards located at each clinic/ward.

**NOTE: If you are seeking general information, please call DSN: 486-8106/6307
CIV: 06371-86-8106/6307**

Patient Responsibilities

Patient Responsibilities: The care you receive as a patient depends partially on you. Therefore, in addition to patient rights, you have a certain responsibility as well. These responsibilities are presented to you in the spirit of mutual trust and respect.

Providing Information: You have a responsibility to provide to your healthcare provider an accurate and complete medical history, to include current complaints, past illnesses, previous hospitalizations, and medications taken. You are responsible to advise your healthcare provider if you do not clearly understand your diagnosis, treatment, prognosis, or any other aspect of your medical condition.

Asking Questions: You have a responsibility to ask questions when you do not understand what has been explained to you about your care or what you are expected to do.

Reporting Risks: You have a responsibility to report perceived risks in your care and unexpected changes in your condition to your responsible health care provider.

Compliance with Instructions: You have a responsibility to comply with your healthcare Plan, to include keeping appointments, taking medications and treatments as directed, and participating in any prescribed follow-up care. You are responsible for your actions should you refuse treatment or not follow the orders of your health care provider.

Respect and Consideration: You have a responsibility to be considerate of the rights of other patients and to treat the healthcare team with respect and dignity.

Payments of Accounts Due: You have a responsibility to promptly pay all charges legally incurred as a result of health care received.

Medical Records: Medical records are the property of the U.S. Government. In order to provide quality care, it is vital that patient records be maintained in the patient's primary medical facility. Medical records should not be in the patient's private possession unless specific command-designated exist.

Management of Pain: As a patient in this hospital, we expect that you will:

- Ask your health care provider what to expect regarding pain and pain management
- Discuss pain relief options with your health care provider?
- Work with your doctor and nurse to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your health care provider assess your pain
- Tell your health care provider if your pain is not relieved
- Tell your health care provider any concerns you have about regarding pain medication

ADVANCE DIRECTIVES

Questions about medical care at the end of life are very important today because of the capability of medical technology to prolong life and because of highly publicized court cases involving comatose or dying patients. The best way for you to be in control of your medical treatment in such a situation is to record your preference in advance.

What are Advance Directives? Advance directives are documents written in advance of serious illness, which state your choices about medical treatment or name someone to make choices about medical treatment for you if you become unable to make decisions. Through advance directives such as living wills and durable powers of attorney for health care, you can make legally valid decisions about future medical treatment.

What does the law say about this subject? Generally, you have the right to refuse any medical or surgical treatment you do not wish to receive. The law allows you to sign advance directives so that your wishes will be followed, even if you become unable to communicate them to your healthcare provider.

What is a living will? A living will is a document in which you can instruct your physician to withhold or withdraw lifesustaining procedures if you become terminally ill. Most states have laws describing the kind of form that must be used in order to have a valid living will. A living will must be signed, dated, and witnessed. A lawyer is not needed to draw up a living will; however, consultation with a lawyer is desirable to ensure your will complies with applicable law and is enforceable. Military and civilian legal assistance attorneys can assist you in drafting living wills.

What is a durable power of attorney for health care? A durable power of attorney is another kind of advance directive: a signed, dated, and witnessed legal document in which you can name another person, an agent, to make medical decisions for you if you become unable to make them. In a healthcare power of attorney, you can describe treatment you want and do not want. Also, this form of advance directive can relate to any medical condition, such as Alzheimer's Disease, not just terminal illness. A generic healthcare power of attorney form is available at the legal office, but other forms are also acceptable. A durable power of attorney for health care can be written without the advice of a lawyer, although you may decide consultation with your attorney would be helpful.

Are advance directives just for "senior citizens"? No. A severe illness or serious accident can happen to a person at any age. If you have strong feelings about what choices you would want made in such a situation, regardless of your age, you are encouraged to consider signing an advance directive.

Can an advance directive be changed? These documents can be changed or revoked at any time. If you do make changes to an advance directive, be sure to destroy all of the outdated copies and provide copies of the new version to your family or friends and physician. If you wish to revoke an advance directive while receiving treatment at a hospital, just notify your primary physician or nurse and physically destroy the document.

Is there a time limit on how long my advance directive is valid? No, but you are encouraged to update any advance directive periodically since this indicates you have given the matter a great deal of thought and the document reflects your current state of mind and your current medical condition.

Are there any limitations on carrying out the instructions in my directive if I am pregnant?

Yes, most likely any instruction which would result in withholding or withdrawing life-prolonging treatments would not be honored during the time you are pregnant.

After I complete an advance directive, what do I do with it?

Copies of an advance directive should be given to someone who would know if you become seriously ill. You should also give a copy to your physician, and you may want to consider giving a copy to your minister, family members or close friends. Of course, if you appoint an agent to make health care decisions for you, you should give a copy of your advance directive to the agent. Finally, you should consider carrying a card in your wallet stating that you have signed an advance directive and where it can be located. In order for a hospital to honor your advance directive, you must provide a copy of the document to someone at the hospital; a physician, nurse, social worker, or admission clerk, so a copy of it can be included in your medical record.

Will my advance directive be honored if I am admitted for treatment in the United States?

The law on honoring advance directives differs from state to state, so you cannot be sure your advance directive would be valid in a different state. However, because an advance directive is an expression of your wishes about medical care, it will influence the care no matter where you are admitted. If you spend a great deal of time in more than one state, you might want to consider signing an advance directive that meets all the requirement of each state. Alternatively, each time you move, you could obtain a new advance directive complying with the laws in your new home state.

Can I be refused admission to a hospital if I do not have an advance directive?

No, federal law prohibits a hospital from refusing to admit a patient because he or she does not have an advance directive. However, as of December 1, 1991, hospitals must ask adult patients if they have advance directives, document their answers, and provide information on laws and hospital policies about advance directives.

Does this hospital have a policy about advance directives?

Yes. It is the policy of this hospital to honor a patient's advance directive if it is clear and specific. LRMC MEMO 40-85 We also recognize and respect the right of patients to accept or reject offered medical or surgical treatment, to the extent permitted by law.

Where can I get forms for advance directives?

If you are a patient receiving medical care at LRMC, you can obtain living will and durable power of attorney for health care forms from the legal office at 486-8905/8906. If you plan to sign the documents while receiving treatment at a hospital, you or your family members will be responsible for assuring that witnesses, other than hospital personnel, are present when you sign the documents.

May a provider refuse to implement my directives? Yes. A provider who is unwilling to comply with an advance directive (i.e., conscientious objection) will arrange for transfer of your case to another provider.

Will my advance directive be honored if I am admitted for treatment in a Local National Facility?

Your advance directive may not be honored at a Local National Facility. Patients transferring to a local National Treatment Facility will need to discuss their wishes for an advance medical directive with their civilian practitioner.

Your Inpatient Stay:

What to bring for your hospital stay

We highly recommend you bring personal items like toiletries, reading and writing materials. High value items such as PDAs, portable DVD players, etc are discouraged as they unit is unable to secure them. The hospital will furnish items like gowns, robes, towels, washcloths and slippers, however you are welcomed to bring your own if you desire. All patients are required to wear pajamas during their hospital stay. Please limit the amount of items you bring that require storage as space is limited. You are encouraged to bring a small amount of money to purchase items like snacks or fast food, if your diet permits. If you have assistive devices such as canes, walkers, wheelchairs, please bring them.

What you should not bring to the hospital

Money and valuables. You will be advised to deposit any money and valuables in the hospital safe at Patient Administration. The hospital staff and the U.S. Government cannot be responsible for the loss or damage or valuables or funds that are not deposited. If you're having surgery, please leave all jewelry at home, to include wedding bands.

Food. Certain food may be prohibited by your medical condition or dietary restrictions. Please check with the staff before you have food items brought from home.

Medications. If you are taking prescribed medications for long term illness/condition you must turn them in to the nurse or leave them at home. However, do bring a list of those medications that includes drug name, dose and frequency taken. If your medications are specially ordered, please bring those with you and give them to the nurse upon your arrival.

Electrical Appliances. Prior to utilizing any household appliances (radios, hair dryers, etc) please contact the Charge Nurse, Head Nurse/NCOIC to ensure all safety standards are met.

Safety

Your safety during this hospital stay is our **first** priority. We need your assistance also to ensure your personal safety. Please consider the following during your stay:

1. Request assistance from the nursing staff when attempting to get out of bed if you feel unsteady or dizzy
2. If your physician has placed you on bed rest, do not try to get out of bed on your own. Please call for help.

3. Be aware of caution signs placed by the housekeeping staff. Be especially careful when walking with crutches.
4. Please notify the staff of any allergies, the reaction or possible pregnancy as this information may impact any needed diagnostic testing.
5. The hospital is a "tobacco less" facility. Smokers must use the designated "smoking area" or must be at least 50 feet from the building.
6. We are promoting a latex safe environment; therefore we request that no latex balloons are brought into the facility. Mylar balloons are acceptable.
7. Beds must be kept in the lowest position at all times.
8. Each bed comes with a bedside table used for meals and writing. The table is also on wheels and should not be used as a supportive device.
9. If you are arriving to the unit from down range your bags will be secured in DWMMC. For your safety, we ask that you keep a toiletry bag at the bedside. The staff will assist you in getting more personal items as you need

Room Features. We have private, semi-private and four-bed rooms. Room assignments are made based on medical-surgical condition of the patient. Your bed is electrically operated with buttons to control your positioning. There is also a call-button that allows you to call for help. The staff will provide an explanation of the bedside controls to assist you in operating your bed.

Telephones. Each room has a telephone that is shared among patients. Soldiers injured in support of OIF and admitted from down range will be afforded the opportunity to make an initial 15 minute phone call home. Afterwards, they will be given 15 minutes per week during their hospital stay.

Release of Information. Medical information about you is protected under the Healthcare Information Portability and Accountability Act (HIPAA). No medical information can be released without your consent. If you have unique needs in regard to release of information, please let the staff know so that Patient Administration can assist in processing your request.

Visiting Hours. Visiting hours are from 1000-2000 each day. These hours allow for clinical rounds and morning care prior to visitors arrival. We ask that no more that two visitors be at the bedside at one time. We do not discourage child visitation, but all children under the age of 12 MUST be supervised. Infants and toddlers are discouraged from crawling on the

floor. Please be considerate of the other patients in your room when having visitors. There is a patient lounge available for family members to use during the hospital stay. If your medical condition requires you to be placed in an isolation room, ALL visitors must report to the nurse's station.

Professional Rounds. Physicians and nurses will periodically make group visits around the ward called "rounds." This team approach is used to enhance the quality of care you receive and to facilitate your involvement in your care. Please feel free to ask your physician questions throughout your stay.

Unit Notification. If you are coming from Iraq/Bosnia/Kosovo your unit will be notified by either DWMMC or the liaison. If you need to contact your service liaison the numbers are listed below.

Navy and Marine	486-8127
Air Force	486-7660
Army	486-7665
Bosnia/Kosovo	486-6892

Collecting your Valuables. If you have valuables in the safe, please retrieve them during the hours of 0730-1545, Monday-Friday or notify the Treasury Office at 486-7301 when you are scheduled to be discharged.

MISCELLANEOUS:

Patient Representative: 486-8326

Barber Shop: Located down the hall to the left of the dining facility.

Clothing Vouchers and AER Grants: Available to service members supporting OIF/OEF. Please contact the staff for more information.

Firearms: Are not allowed in the hospital, please notify the staff if you have weapons, ammunition or magazines so they can be properly stored/secured.

Meals: Food trays are delivered to the ward at the following times:

Breakfast	0700 – 0745
Lunch	1100 – 1200
Dinner	1700 – 1800

If you chose to eat in the dining hall the hours are as follows:

Breakfast	0600 – 0800
Lunch	1100 – 1300
Dinner	1600 – 1830

Host Nation Liaison

Location: Bldg. 3208, main hallway pass four corners, second exit to the left after MRI, walk down the street to Bldg 3208.

Phone: 486-6309/8849/7915

The liaison provides a link between the U.S. military healthcare system and the German medical system.

Preventive Healthcare

The following are recommendations for obtaining health maintenance exams:

Well Baby Care. We recommend routine well-child appointments to ensure that appropriate growth and development are taking place. Immunizations will be reviewed and if necessary provided at these appointments. Children must be seen for a well-child appointment before receiving routine immunizations. The following is the recommended immunization schedule for children.

ERMC PEDIATRIC IMMUNIZATION SCHEDULE 2000 Recommendations (Still Current 2004)

Age Immunizations :

Birth Preservative Free Hep B #1

2 Months DTaP #1, Comvax (Hep B #2 & Hib #1),
Prenvar #1

4 Months DtaP #2, PedvaxHIB (Hib #2), IPV #2, Prenvar
#2**

6 Months DtaP #3, Prenvar #3, Preservative Free Hep B
#3

12 Months MMR #1, Varicella Vaccine+, PedvaxHIB
(Hib #3), Prenvar #4

18 Months DtaP#4, IPV #3

2 years Hep A

4 – 6 Years DTaP #5, IPV#4, MMR #2, Tuberculin skin
test (PPD)

11 – 12 Years Hepatitis B series*, Varicella Vaccine+

11- 16 Years Tuberculin skin test (PPD), Td

DTaP & DTP (diphtheria, tetanus toxoid and (acellular vs whole cell) pertussis), Td (tetanus & diphtheria toxoids, absorbed), PV (inactivated poliovirus vaccine), Hib (H.influenzae type b), OPV (oral poliovirus vaccine), MMR (measles, mumps & rubella)

*Children and adolescents who have not been vaccinated against Hepatitis B in infancy may begin the series during any visit. Those who have not previously received 3 doses of Hepatitis B vaccine should initiate or complete series at 11-12 years. Unvaccinated adolescents should be vaccinated whenever possible. Newborns whose mothers are positive for Hepatitis B or untested are considered high risk. Newborns whose mothers tested negative for Hepatitis B are considered low risk.

**The current recommended schedule calls for the first two doses of polio to be given as IPV and in immuno-competent children whose family members are also immuno-competent the second two doses will be OPV. After 1 Jan 2000, all children will receive four doses of IPV. OPV will be used for high risk, outbreak situations or if parents refuse additional injection

+Varicella Vaccine is recommended but not required until middle school entry. Susceptible children may receive vaccine at any visit beginning at or after the 1st birthday. Unvaccinated children who lack a reliable history of chickenpox should be immunized at age 11-12 years.

Susceptible children 13 years of age or older will need doses at least 1 month apart.

~Td is recommended at 11-12 years of age if at least 5 years has elapsed since last dose of DTP, DtaP, or DT. Subsequent routine Td boosters are recommended every 10 years. Should your child show any signs of illness (fever, runny nose, cough), please contact the clinic prior to the scheduled appointment. It may be necessary to reschedule the well-baby appointment until your child is completely recovered. This protects other well babies from infection with your child's illness. If you anticipate that your child will be receiving an immunization, be sure to bring the child's shot record with you to the clinic.

Allergy Clinic

Location: Bldg. 3769, take the elevator or the stairs at Four Corners to the second floor, go right at the intersection and follow signs to (11D).

Phone: 486-8502/8599

Referral Required: Yes

Audiology

Location: Building 3700, First Floor (End of 2004 projected to be in main hospital Bldg 3766)

Phone: 486-8188/8302; FAX: 486-8880

Referral Required: Yes-initial visit; follow-up patient's can call clinic directly; Honor requests for ENG & ABR only from an Audiologist, ENT, or Neurologist. Also cover EDIS Audiology. Bring medical records.

Note: Active duty walk-ins for hearing screenings on Tuesday's & Wednesday's 0800-1130; Walk-in hearing aid repair clinic Tuesday's 0800-1200 & Thursday's 1000-1200.

Brace Shop

Location: First floor, right at Four Corners, follow the signs up to (10A)

Phone: 486-7291

Referral Required: Yes

Note: If casting to make a brace is needed, an appointment is necessary, otherwise service is provided on demand.

Phone: 483-1720/8426/7035/7093

Sick Call 0730-0930 Mon, Wed and Fri.

1230-1430 Thursday

Breast Feeding Assistance

Contact Mother-Baby Unit or L&D

06371-86-8335/ 7208/ 8208/ 8432

Cardiology

Location: First floor, left at Four Corners follow the signs to (5A).

Phone: 486-8133/8283

Referral Required: Yes

Note: The staff can do an EKG on a walk-in basis with a consult from any medical provider.

Referral Required: Yes

Chapel Services (LRMC)

Location: Bldg. 3758, First floor, go to the Information Center, take a left follow the signs to (2A). A Chaplain is available on call at all times. Contact the emergency room or your Ward nurse for assistance.
Phone: 486-8399/8143

Dental Services (LRMC)

Open to Active -duty personnel only.
Location: Bldg 3703.
Phone: 486-8136/8378
Sick call: 0730-900.
Appointments are scheduled from 930 - 1130 and 1230-1530
24 hr dental emergency-report to the emergency room (LRMC)

Dental Services - Kleber

Open to Active Duty Only
Location: Bldg. 3287
Phone: 483-1720/8426/7035/7093
Sick Call 0730-0930 Mon., Tue, Wed and Fri.
1230-1430 Thursday

Dental Services - Ramstein

Open to Active Duty and Family Members assigned to Ramstein
Location: Bldg. 301
Phone: DSN 479-2210, CIV 06371-46-2210
Sick Call: Active Duty 0700-0800 and 1300-1400 Mon. -Fri.

Dental Services - Sembach

Open to family members and Active Duty assigned to Sembach
Location: Bldg. 151
Phone: 496-7676/7612
Sick Call (military and Family Members): 0730 and 1330 (sign-in 0700 or 1300)

Dermatology

Location: Bldg. 3769, Second floor, take the elevator or the stairs at Four Corners, follow the signs to (11D).
Phone: 486-8268/7342
Referral Required: Yes. Sees patient by consultation from any health care provider

Ears Nose and Throat Clinic (ENT)

Location: Bldg, 3769, First floor, right at Four Corners, follow the signs to (12C).
Phone: 486-7167

Educational and Developmental Intervention Services (EDIS) Clinic

Location: Bldg. 3810, second floor, room 211, from the Emergency Room go up the hill, *staying on the priority road as it curves to the left*, to the last bldg. on the right. Follow EDIS signs.
Phone: 486-7299/7699
Fax: 486-7058
Referral Required: Yes

For ages 3-21, you must have a school referral for new visits. The mission of the EDIS Clinic is to provide services to Department of Defense Dependent School students either by assisting in Special Education eligibility determination or by providing services that will be included in the child's Individualized Education Plan. The clinic also evaluates children 0-3 years old with existing or potential developmental delays, develops the Individualized Family Service Plan (IFSP), and provides educationally related services in the home to the family as indicated by the IFSP. Parents may refer their own child or referrals can come from any source if parents notified. This is a voluntary program.

Emergency Room

Location: Bldg. 3711
Hours: 24 hours
Phone 486-8485/8415
Location: Bldg. 3757, take the elevator or the stairs at Four Corners to the Second floor, go left at the intersection and follow signs to (1D).
Phone: DSN: 486-8366, CIV: 06371-86-8366
After-hours: For emergencies after duty hours and on weekends, a counselor can be reached by contacting the Emergency Room at 486-8160/8415. The office is equipped with trained counselors who offer individual, marital and group counseling in the area of domestic violence, conflict resolution, and effective communication.

Endocrinology

Location: Bldg. 3759, First floor, left at Four Corners, follow the signs to (3A).
Phone: 486-8636/8156
Referral Required: Yes. Consultation by any healthcare provider. For a Thyroid Scan, contact Nuclear Medicine at 486-7318/8265

Family Practice

Location: Bldg. 3757, first floor, left at Four Corners, follow signs to (1A -B).
Phone: 486-7707
Referral required: No

Gastroenterology

Location: Bldg. 3759, take a right at Four Corners to 13B
Phone: 486-6621
Referral Required: Yes. Consultation from any healthcare provider.

General Surgery

Location: Bldg. 3772, first floor, right at Four Corners, follow signs to (14A-B).
Phone: 486-7568 / 8214
Referral Required: Yes, test results.

Gynecology

Location: Bldg. 3763, first floor, left at Four Corners, follow signs to (7B).
Phone: 486-8124/7196
Referral Required: Yes. Must have a consult from any healthcare provider.

Hematology

Location: Bldg. 3759, second floor, inside the Internal Medicine Clinic, follow signs to (3C).
Phone: 486-8100/8253
Referral Required: Yes. Must have a consult from any healthcare provider.
Referral Required: Yes

Internal Medicine

Location: Bldg. 3759, take the elevator or the stairs at Four Corners to the second floor, go left at the intersection and follow signs to (3C).
Phone: 486-8100/8253
Referral Required: Yes

Laboratory Services

Location: 2nd Floor, Bldg 3711. From Four Corners, follow the Blue Tile arrow on the floor in the direction of Wings 1 - 8. When you reach Wing 7B, take a left and go up the ramp into Bldg 3711 towards the Emergency Room Main Entrance. At the top of the ramp, take the elevator or stairs located on your left to the 2nd floor of Bldg 3711. After you exit the elevator or stairs on the 2nd floor, the Laboratory Reception and Waiting room is on the left approximately 75 feet down the hallway.
Hours: 0730 - 1700, Monday - Friday (no phlebotomy service is provided on US holidays)

Phone: 486-8117/7500

NOTE: Patients should contact their provider for test results

Neurology

Location: Bldg. 3761, take the elevator or stairs at Four Corners to the second floor, left at the intersection and follow signs to (5C). **(6C)**
Phone: 486-8235/7394
Referral Required: Yes

Neurosurgery

Location: Bldg. 3761, LEFT at Four Corners, follow signs to 6; TAKE STAIRWELL TO 2D FLOOR, CONTINUE IN THE SAME DIRECTION UNTIL YOU ARRIVE AT 5-C (ON THE LEFT)
Phone: 486-6807
Referral Required: Yes

Obstetrics

Location: Bldg. 3763, take a left at Four Corners, follow signs to (7B).
Phone: 486-8124/7196
Referral Required: Yes
No pregnancy test required. Call for immediate RN one on one visit

Occupational Therapy

Location: Bldg. 3770, go to Four Corners on the first floor, right at the intersection, follow the signs to (12A).
Phone: 486-8383/6272
Referral Required: No
Note: Bring medical records

Oncology

Location: Bldg. 3759, left at Four Corners, follow signs to (3C).
Phone: 486-8100
Referral Required: Yes. Must have a consultation from any healthcare provider.

Ophthalmology

Location: Bldg. 3769, right at Four Corners, follow signs to (11B).
Phone: 486-8288
Referral Required: Yes

Optometry

Location: Bldg 3769, right at Four corners, follow signs to (11B/11F)
Phone: 486-8196

Referral Required: No
Hours: 0730-1630 Weekdays. Closed
Holidays/Training Holidays and Sergeant's Time
Services:

- Comprehensive Eye Examinations to include eye health evaluation (with dilation of the eyes), glaucoma screening, and prescriptions for glasses. Call for an Appointment
- Vision Screenings for Physical Exams, Driver's License, Occupational Health Evaluations. Walk-In Screenings Tuesday and Wednesday 0900-1100 hours.

Special Notes:

- Medical Records Required.
- Referrals are NOT Required.
- Patients examined from age 5 years and up.
- Exam may include the dilation of eyes.
- Time and Safety constraints require only the provider and patient in the exam room. (One parent may be with a child being examined)
- Plan appropriately for child care. **(See LRMC Appointment Care – Children)**
- USAREUR Driver's aged 65 and greater require annual vision examinations.

Optical Shop

Location: Bldg 3769, right at Four Corners near the Landstuhl Eye Center

Phone: 486-7604

Referral Required: No

Hours: 0730-1600 Weekdays. Closed

Holidays/Training Holidays and Sergeant's Time
Services:

- Optical Services for military spectacles and protective mask inserts to include ordering and adjusting military eye wear.
- Frame of Choice ordering, fitting, and adjusting limited to Active Duty Only.
- Prescriptions written within the past year are accepted (Comprehensive Eye Exam not required unless greater than 12 months)

Special Notes:

- Service limited to Active Duty, Activated Reserve/National Guard, and Retired Military Service Members.
- Adjustment of Civilian Glasses (other than Frame of Choice) is not authorized.

Outpatient Medical Records

Main Records Room Location: First floor just inside the main hospital entrance next to the front parking lot in (15A) Room 102.

Phone: 486-8475

Newly opened Family Practice Records Room: If you are a family member and your physician is in Family Practice, then your records will be maintained in the Family Practice Records Room. Your military medical records are the property of the US

Government. We must have them available so we can give you proper medical care, especially in case of an emergency. You must present your ID card to check out your records.

Who may check out your record. A signed authorization MCEUL Form 30 is required when someone is picking up a medical record other than the person to whom the record belongs. An authorization form is not required when either the sponsor or the spouse picks up the medical records of family members under the age of 18.

Release of information. Medical information from your records cannot be released without written consent. If you want any information released, please contact Correspondence at 486-8822 to receive the proper forms.

Orthopedics

Location: Bldg. 3768, right at Four Corners, follow signs to (10A-B).

Phone: 486-7274/8202

Referral Required: Yes

Patient Representative

Location: Bldg. 3766, near the Post Office

Phone: 486-8326

e-mail: patient.representative@lnd.amedd.army.mil

Interactive Customer Evaluation (ICE):

http://ice.disa.mil/index.cfm?fa=site&site_id=626

Pharmacy-LRMC

Location: Bldg. 3767, right at Four Corners, follow signs to (9B).

Hours: 0800-1900 Monday – Friday

0900-1300 Saturdays

0800-1600 USAREUR Training Holidays

Closed Sundays and U.S. Holidays

Phone: CIV 06371-86-7129/7447 or DSN 486-7129/7447

Phone-in Refill Line: CIV 06371-86-7204 or DSN 486-7204

What should I bring?

- I.D. card for the patient is required to turn in prescriptions and receive medications. If necessary, photocopies may be used.

- If you pay for medical care, a copy of a pay receipt from the hospital treasurer's office.

What services are offered?

- **New prescriptions.** Your healthcare provider sends prescriptions directly to the pharmacy using the hospital computer system. In most cases, you will not be given a printed or handwritten prescription

to bring to the pharmacy. Prescriptions are filled after you come to the pharmacy window.

- **Medication counseling.** Please ask questions about your medicines. Our pharmacy staff is always available to discuss your medication therapy with you. Printed medication information sheets are provided with each prescription for your reference.

- **Self-Care medications.** Pharmacy offers selected over-the-counter medications without requiring a prescription. These nonprescription medications are used to treat common, self-limited illness symptoms. You may request these products at the pharmacy. Medications are provided only after a pharmacist's review. The pharmacist will assist you in selecting the appropriate product by discussing your symptoms, medication history, and allergies. The Health and Wellness Center offers classes for self-care. These classes are designed to educate families about medical self-care, using the books, "Taking Care of Your Child" and "Take Care of Yourself", which are provided free of charge. For more information about the Self-Care Program call the Health and Wellness Center at 486-8614.

- **Refilling prescriptions.** For your convenience, we offer a Phone-in Refill Service. Using this service eliminates your need to wait in line for prescriptions to be refilled. You can telephone your refill request to the pharmacy 24 hours a day, 7 days a week. Your refilled prescriptions will be filled and available for pick up after 1200 hours (noon) on the next duty day.

Using the Phone-In Refill Service

1. Assemble the prescription containers to be refilled.
2. Check the labels to ensure there are refills. If the bottom of the label states "0 of 0" or "0 of 5" or "No Refills", the prescription is not refillable.
3. Check the date on the label to ensure that it is not too old. Prescriptions can be refilled up to one year after the original filling date. This date appears on the bottom left edge of the label in parenthesis, for example (29 OCT 2001).
4. Check the date of last refill to ensure that your request is not too early. We will refill prescriptions when you have approximately a 10-day supply remaining. This will appear along the bottom right edge of the label.
5. Dial CIV 06371-86-7204. Listen to the recorded message. Following the beep, give your refill request for each medication to be refilled. The following is preferred:
 - Prescription Number

- Patient's name and last four numbers of social security number
- Name of the medication
- Phone numbers where patient can be reached

How long can I leave my prescription at the pharmacy?

- You should pick-up your prescriptions immediately after seeing your provider, especially if you are prescribed an antibiotic or a medication needed for an urgent condition. However, if you are unable, the unfilled prescription will remain in the computer pending your arrival. After 10 days your provider will be notified that the prescription was not received.

- Prescriptions for some medications, such as narcotics, must be picked up within 3 days or the prescription expires. Once expired, you will need to obtain a new prescription from your provider if this medication is still required.

- Refilled prescriptions not picked up within 7 days are returned to stock. If this happens, you will need to submit another refill request to the pharmacy.

What should I do with my old medications?

- Bring any unusable or old medications you no longer need to the pharmacy for proper disposal. Medications should not be discarded in the trash or sewer.

Pediatric Clinic

Location: Bldg. 3767, left at Four Corners, follow signs to (9A).

Phone: 486-8191/7261

Referral Required: No, but appointments are necessary

Physical Exams

Location: Bldg. 3757, left at Four Corners, follow signs to (1B) Room 122

Phone: 486-8310/6051

Referral Required: No

Note: Walk-ins between 0730-0800 on Tues. and Wed

Physical Exams appts: Mon. – Fri., 0730-1050

Physical Therapy

Location: Bldg. 3770, make a right at Four Corners intersection, follow signs to (12A).

Phone: 486-8263

Referral Required: No

Plastic Surgery

Location: Bldg. 3772, right at Four Corners, follow signs to (14B).
Phone: 486-8230/7255
Referral Required: Yes

Podiatry Clinic

Location: Bldg. 3768, right at Four Corners, follow signs to (10B).
Phone: 486-7274/8202
Referral Required: Yes

Preventive Medicine

Location: Bldg. 3705, next to gate #2
Phone: 486-6909
Referral Required: No
Preventive Medicine provides services throughout the LPMC area in Environmental Health, Community Health Nursing, Epidemiology and Disease Control, Travel Medicine and Radiation Protection, Occupational Health.

Psychiatry Adult Outpatient

Location: Bldg. 3758, left at Four Corners, follow signs to (1C)
Phone: 486-7276/7780
Referral Required: No
Emergency psychiatric care is available through LPMC Emergency Room after duty hours, weekends, and holidays.

Psychiatry Child and Adolescent

Location: Bldg. 3757, take the elevator or the stairs at Four Corners to the second floor, go left, at the intersection, follow signs to (1D).
Phone: 486-6037
Referral Required: Yes

Psychology / behavioral health
Psychological and neuropsychological evaluations; clinical health psychology interventions; therapy (limited); psychoeducational seminars

Location: Bldg. 3758, take the elevator or the stairs at Four Corners to the second floor, go left at the intersection, follow signs to (1C).
Phone: 486-7276
Referral: Yes
Referral Required: Yes

Pulmonary Disease Clinic

Location: Bldg. 3759, follow signs to ward 3A.
Phone: DSN 486-8636 or 8156

Referral Required: Yes. Consultation from any healthcare provider

Specific services provided by the major programs include: Pulmonary (Lung and Breathing) Function Testing

Respiratory Therapy and Pulmonary Function Laboratory

Location: Bldg. 3759, follow signs to ward 3A.
Phone: DSN 486-8636 or 8156
Referral Required: Yes. Consultation from any healthcare provider

Urology

Location: Bldg. 3764, left at Four Corners, follow signs to (8B).
Phone: 486-8189
Referral Required: Yes

Well-Baby

Acute minor illness
Sports physicals and other preventive medicine
Chronic care follow up (for empanelled patients)
Pediatric Cardiology (by referral only)
Pediatric Endocrinology (by referral only)
Developmental pediatrics (by referral only)
Immunizations (walk in for empanelled patients only, others with appointments)
Pediatric sedation service (by referral only)

Surgical Pre-Procedure Unit (PPU)

Location: Bldg. 3711, take the elevator or the stairs at Emergency Room entrance to the third floor.

Take a left and go down to the second set of double doors (APU). Alternate Route - Take the elevator or the stairs at Four Corners to the second floor, go left at the intersection, take a left at (7B), take the elevator to the third floor and follow the signs.

Condition: A referral from your surgeon is required.

Hours: 0730-1630 (M-W, & F)

0900-1630 (TH)

Phone: Appointments: 486-6138/6594

PPU Front Desk: 486-6138

Head Nurse: 486-7544

Ambulatory Procedure Unit: 486-6001/6002

Note: Either the patient, their surgeon, or their clinic must schedule an appointment with the PPU. The PPU can prepare the patient for surgery up to 30 days PRIOR to their scheduled surgery date. The following tasks will be accomplished during the PPU appointment: vital signs and weight will be obtained, nursing assessment to include pre-op teaching, and an anesthesia interview. If required an EKG will be obtained. The patient will be sent to the Patient Administration Division (PAD) to complete necessary paperwork and if required they will also be sent to Radiology and the Laboratory during this time. This process can take up to 2 hours to complete. No children are admitted in the PPU unless they are being worked up for surgery. Having completed the preparatory work -up, the patient will then go to the Ambulatory Procedure Unit (APU) on the morning of surgery. Patients will report at their appointed show time, undergo their procedure/surgery and go home the same day. This will most likely be an ALL DAY affair. Please plan accordingly. No children are allowed on the unit unless they are the patient. NOTE: Ambulatory Surgery Patients must have a responsible adult to escort/drive them home following surgery.

Anesthesiology

Location: Bldg. 3711, Left at Four Corners, take another left at (7B), go up the ramp to the elevators to the third floor to Pre-Procedure Clinic.

Phone: 486-8290

Referral Required: Yes

Intensive Care Unit

Phone: 486-8455/7141/8245

Location: Bldg 3711, 3rd floor, Proceed straight until you reach Four Corners. Make a left at Four Corners; you should now be going slightly downhill. Proceed down this hallway until you see 7 B. You will also see an overhead sign that says ER and building 3711. Follow this sign (left) and proceed up

the ramp until you reach the elevators. Take the elevators to the 3rd floor. The ICU is the first set of double doors on the left.

Labor and Delivery

Phone: 486-8432/8208

Location: Take the elevator or the stairs at Four Corners, first floor, to the second floor. Go left on the main hall and follow the signs. We are located above the Emergency Room

Mother/Baby Ward

Phone: 486-7208/8335

Location: Take the elevator or the stairs at Four Corners, first floor, to the second floor. Go left **on the main hall** and follow the signs to (7D).

Pediatric Ward

Phone: 486-7160/8503

Location: Take the elevator or the stairs at Four Corners, first floor, to the second floor. Go left and follow the signs to 6D.

Psychiatric Ward

Phone: 486-8895/8896

Location: Take the elevator or the stairs at Four Corners, to the second floor. Go right and follow the signs to (9C).

Visitor Policy: Visiting hours are 1630-2000.

Please check with the Ward nurse to ensure that

Medical/Surgical Ward

Phone: 486-7158/8322

Location: Take elevator or the stairs at Four Corners, to the second floor. Make a right, and follow the signs to **14CD**.

Medical/Surgical Ward

Phone: 486-7702/7703

Location: Take the elevator or the stairs at Four Corners, first floor, to the second floor. Go right and follow the signs to **10C/D**. Visiting hours are 1000-2000 hours daily. Children are not allowed in patient's rooms but may visit in the patient lounge. Children are not to be left unattended in the patient lounge at any time.

ADDITIONAL SERVICES

Air Forces Liaison Office

Phone: 486-8933

Army Emergency Relief

Location: Kleber Kaserne

Bldg. 3245 (Finance Building) room 109

Phone: 483-8247/7098

Hours: 0730 –1630 Mon – Fri

For after-hours or weekend assistance, call the Red Cross at Stuttgart at 431-2334 or CIV 07031-15334.

Automatic Teller Machine (ATM)

Locations: Outside Bldg.3774 across from Heaton Auditorium and outside Bldg. 3752 (Ramstein Inn) Provides 24 hour access (American Dollars and Euro)

Barber and Beauty Shop

Location: Bldg. 3770, next to the Dining facility.

Phone: 486-7289

Book Mark

Location: Bldg. 3775, proceed through Four Corners to the end of the hall, turn right

Hours: Mon – Fri. 0900 - 1800, Sat. 0930 – 1300 Closed on Sunday

Dining Facility

Location: Bldg. 3775, proceed through Four Corners, to the end of the hall. Phone: 486-8229

Hours: Breakfast: 0600-0800 Lunch: 1100-1300, Dinner: 1600-1800

Food Court

Location: Bldg. 3774, proceed through Four Corners, take a right at the end of the hall and then a left (across from the Shoppette).

Phone: 06371-2764

NAVY AND MARINE CORPS LIAISON OFFICE

Location: Bldg. 3766, past medical records, in the Patient Administration Department, Room 15A108.

Phone: 486-8127/8772

Post Office

Location: Bldg. 3766, past medical records, before Four Corners. Phone: 486-7363/8131

Hours: Mon-Wed, Fri. 1000-1600 Thurs 1200-1800, Closed Sat/Sun, Holidays.

Mail Room

Location: Building 3766, past medical records, before Four Corners.

Phone: 486-7290/7988

Hours: M-F 0730-0900, 1200-1700

Landstuhl Lodging/Ramstein Inn

Location: West 8th Street, Bldg. 3752, just outside (1A). Phone: 486-8342

For reservations call the central reservations office at Ramstein: 480-4920.

Landstuhl Fisher Houses I and II

Location: Munson Circle/LRMC. Provides a "home away from home" for family members of ill/injured patients and routine or elective matters on a space available basis. There are 17-19 rooms available at \$10/night. The Fisher House does not take reservations because of the uncertainty of medical situations. Accommodations are arranged through Social Work Services at 486-8366 or contact Fisher House staff at 486-6630. Office hours are 8:30 to 5 pm, Monday to Friday and weekends on call.

Shoppette - Hospital Base Exchange

Location: Bldg. 3774 Go through Four Corners, first floor, proceed to the end of the hall, turn right, go down the hall and take a left. The Shoppette is next to the Community Bank.

Phone: 486-8397 or 06371-18813

Hours: 0900 - 2000 Monday – Friday,

1000 - 1900 Saturday, and

1100 - 1800 on Sunday

The Shoppette carries limited food items, soft drinks and personal care items. It also offers video rental, gas coupons, lunch coupons for local school lunch programs, postage stamps, film and film drop-off, a small range of giftware, Bookmark and greeting cards.

USO Family Support Services

Location: Bldg. 3774 Go through Four Corners to the end of the hall, turn left, office is next to the TKS Shop.

Hours: Monday - Friday 0830 – 1630

Closed Saturday, Sunday and U.S. Holidays

Phone: DSN 486-8240, CIV 06371-63463

Vending Machines

Located: Second floor – At Four Corners take the elevator or stairs to the second floor. The machines are directly to the right. All machines take U.S. coins only.

Class VI Store/Gas Station

Location: Bldg. 3718, near Learning Center

Phone: 486-6786

Hours: Mon - Fri. 0600 – 2200,

Saturday 0800 – 2000

Sunday 0900-1900

Veterinarian Services

Ramstein Veterinarian Clinic:

Location: Bldg 1004

Phone: 480-5343 or CIV 06371-47-1004

Both clinics are staffed and managed by the 51st Medical Detachment (Veterinary Medicine) and NAF civilian employees.

Specific services provided by the major programs include:

Kaiserslautern VTF: basic and advanced veterinary medicine and surgery not to include conditions or procedures that require overnight hospitalization or intensive care monitoring.

Ramstein VTF: basic veterinary medical appointments (vaccines, sick animal appointments) only at this time -no surgeries.

Kaiserslautern Veterinary Treatment Facility

Location: Bldg 2928, Pulaski Barracks (next to Vogelweh)

Phone: 489-7068 / 7592

Hours: 0800-1600 Mon - Fri. Sick call walk-in at 1300

Sick call is subject to change based upon Doctor availability and holiday/training days.

Animals seen by appointment, same day appointments are usually available via the sick call route.

Please call before departing for the clinic to insure sick call is being held that day and inquire about the sick call policy.

Ramstein Veterinary Treatment Facility

Location: Bldg 1004 Ramstein AFB (between Jr High and General Canon Hotel)

Phone: 480-5343

Hours: 0900-1600 Mon. -Fri. (Days open are subject to change based on Doctor availability and holiday/training days)

Animals seen by appointment only, same day appointments are usually available.

KLEBER KASERNE CLINIC SERVICES

The Kleber Clinic provides routine appointments such as non-urgent problems, well-child care, follow-up care, paps, Soldier pre and post deployment processing, and acute urgent/non-urgent appointments. Appointments are made on a daily basis starting at 0630hrs based on an open access system. All patients are requested to arrive 15 minutes prior to their appointments.

Location: Bldg. 3287

Phone: 483-1750/7593/7599 or 0631-411-1750/7593/7599

Hours: 0700-1600 Mon, Tue, Wed and Fri.

1230-1600 Thursday

Open Access / Same Day Appointments

Same day acute minor illnesses and injury appointments can be obtained by calling 483-1750/7593/7599:

0630 – 1200 Mon – Wed and Fri.

1230 - 1500 Thursdays

Note: Active duty service members, E-6 and below must present a sick slip to the clinic.

RAMSTEIN CLINIC - QUICK PHONE LIST

Note: Those calling from a civilian phone must dial 06371-47-XXXX for DSN prefix 480 and dial 06371-46-XXXX for DSN prefix 479.

Bioenvironmental Engineering 479-2220
Central Appointments 479-2273
Communicable Disease 479-2525
Dental Clinic-Ramstein 479-2210
Dental Clinic-Sembach 496-7676 Civ 06302 –67-XXXX
Emergency Service Ramstein 116
Emergency Service Sembach 110
Family Advocacy 479-2370
Family Practice 479-2520/2661
Flight Medicine 479-2250
Food Safety 479-2030
HAWC 480-4292/2160
Laboratory 479-2580
Life Skills Center 479-2390
Occupational Health 479-2234
Optometry 479-2350
Patient Administration 479-2555
Pediatric 479-2520/2551/2546
Pediatric Behavioral Medicine 489-6745
Personal Health Advisor 0800-825-1600
or 0-800-2255-288 then 1-800-625-7461
Pharmacy 479-2540/2543
Force Health Mgt (Physical Exams) 479-2459
Physical Therapy 479-2566
Public Health 479-2234
Radiology 479-2575
Sembach Appointments 496-7015
Sembach Family Practice 496-7201/7015
Sembach Pharmacy 496-7404
Sembach TRICARE 496-7201
TRICARE Services Center 479-2616

SEMBACH CLINIC SERVICES

The Sembach Clinic is located on Sembach Air Base, bldg. 151, and is an annex of the 435th Medical Group. The clinic provides family practice and dental services. Below is a listing of services.

Location: Sembach Air Base, Building 151

Phone: CIV: 06302-67-XXXX

Ambulance Service 116

Appointments 479-CARE (2273)

Clinic 496-7015

Immunizations 496-7201 (Tuesdays only)

Medical Records 496-7015

Pharmacy 496-7404

CLINIC HOURS: Family Practice: 0700-1600 Mon-Fri

Immunizations: 0730-1130 Tue

Well Baby: (by appt only) 0730-1130 Tue

Dental Services - Sembach

Open to family members and Active Duty

Location: Bldg. 151

Phone: 496-7676 or Civ. 06302-67-7676

Sick Call (military and Family Members): 0700 and 1300

LRMC PRP Liaison

The Personnel Reliability Program ensures that each person who performs duties involving nuclear weapons, nuclear weapons systems, or critical components, meets the highest possible standards of individual reliability.

Air Force and Army members may be assigned PRP duties many of whom are referred to Landstuhl for both inpatient and outpatient care. The LRMC PRP Liaison office was opened to provide these personnel and our hospital staff with a central point of contact to facilitate the administration of this vital program.

The PRP Liaison is available Monday through Friday from 0700-1600 to meet the PRP management needs of LRMC. The Liaison is responsible for making PRP notifications, conducting training, and for providing guidance to our staff on how to effectively manage the Personnel Reliability Program. Please direct all of your PRP patients to Bldg 3711 Rm B110 (between the ER and CMS) before and after you deliver our quality services. After normal duty hours or whenever the Liaison is unavailable please direct our customers to the LRMC Emergency Room.

486-8418 or 0160 93 95 93 02 for any questions, to set up training in your sections, or to simply learn more about this program.